

**Minutes of the Southern Utah Veterans Home-Ivins,  
Advisory Board Meeting,  
January 11, 2018**

In Attendance: Terry Dunne (Chairman), Jeff McKenna (Board Member), Rodger Tracy (Board Member), Barbara Holck (Board Member), Janet Warner (Board Member), Leona Marck (Resident Board Member), Tony Moore (State Officer), Jerry Olson (Nursing Home Administrator), Kelly Snowball (Avalon Regional Vice President), David Huston (Prospective Board Member), Gary Stolz (Prospective Board Member)

Excused: None

Meeting called to order by Chairman Dunne at 4:00 pm and all present were welcomed. Board Member Holck offered an opening prayer and we then offered the Pledge of Allegiance, led by Chairman Dunne.

1. Minutes of November 2, 2017 meeting referenced for individual read and all board members should have received them via email. Board Member Warner motioned to approve the November 2017 Meeting Minutes, seconded by Board Member Holck, motion passed unanimously.
2. Administrator Olson provided the following:
  - a. Administrator Olson stated that he was grateful to have the opportunity to serve veterans in his role as the Health Care Administrator.
  - b. Administrator Olson discussed The Pinnacle Report. Avalon employs an independent consulting firm (Pinnacle) to conduct customer service reviews for the facility. Pinnacle specializes in phone interviews and they conduct surveys on about 10% of the resident population (including family members) monthly. Pinnacle surveys approximately 750 nursing homes across 43 different states and Canada which gives us a good comparison with a large data base. They ask questions in 16 different areas on a scale of 1 to 5. We use this report to gauge how we are doing from these customer surveys. Pinnacle uses a “best in class” award for each of the 16 areas surveyed. In order to be considered “best in class”, your scores need to be in the top 15 percentile compared to all nursing homes surveyed on a 12 month rolling average. He then pointed out how to read the data sheets given in the board member packets. The SUVH currently has 14 of the 16 areas “best in class” and the facility has ongoing plans of action to improve Laundry and Food Quality to achieve “best in class”.
  - c. Administrator Olson mentioned that the facility has a quality assurance and process improvement committee (QAPI) to measure various trends in all areas. He stated that he looks for trends to focus attention in a certain area in order to improve performance. Board Member Holck asked if the laundry was done in-house to which Administrator Olson replied yes. Board Member Warner asked what concerns were being stated regarding the laundry to which Administrator

Olson replied that items get lost. State Officer Moore stated that the two most common complaints that he is aware of are items getting lost and laundry taking a long time to be cleaned and returned to the resident. Administrator Olson stated that he was confident that he had reimbursed every item that was lost to the resident.

- d. Administrator Olson then summarized the changes to the CMS surveys and specifically there are many changes in the Emergency Preparedness categories. The facility conducted a Hazard Vulnerability Analysis in order to determine the most likely threats to the facility and the residents. The analysis was done using a formal tool and included the City and County Emergency Services and the Public Health Department to identify what the top vulnerabilities were. He also had a security analysis conducted by an outside security company. Based on the results, we have identified the top 5 or 6 vulnerabilities so that we can train our staff on those top 5 or 6 vulnerabilities in order to be well prepared if they were to occur. Additionally, we have a policy for every vulnerability identified, but only the top 5 or 6 will be focused on for staff training. Last week, the facility hosted a community meeting with representatives from all of the area emergency management services and the partner nursing homes that we have emergency sharing agreements with. The meeting outlined our top 6 vulnerabilities and our plans of action in case they should occur. We received positive feedback as well as some suggestions for improvement and we intend to host similar meeting annually moving forward.
3. State Officer Report (Tony Moore):
    - a. The State Officer discussed the SUVH Distinguished Veterans Wall presentation done earlier in the day. The two awardees for 2018 are Jack Reber and Marti Bigbie. He also made a request for nominations for 2019 awards.
    - b. The State Officer discussed the status of the Resident Council Fund. In the board member handouts, there was a spreadsheet showing the current balance and yearly totals for donations and expenses. After a brief discussion of the information presented in the spreadsheet, he made a request of the board to think about ideas for fundraising. Board Member McKenna asked if the Resident Council Fund was a 501-3C independent or piggy-backing to which State Officer Moore replied that donations are tax deductible, but that the fund is contained within the departments account. Board Member McKenna then discussed how we might increase annual donations by informing potential donors regarding estate or income taxes and the benefit of designating a portion or all of one's estate to be given to the Southern Utah Veterans Home. Board Member McKenna then offered to review the current donation letter that the State Officer uses to send to donors so that the tax advantage could be explained and possibly used to inform potential donors of the advantage discussed. Board Member Tracy then discussed how he used to help raise funds when he was the Board Chairman for a school. The school would hold a public fundraiser event displaying the benefits of the

school by students putting on a talent show or explaining how they have improved by the association with the school and suggested that perhaps the SUVH could hold a similar event using the residents. Board Chairman Dunne asked if there was a staff member who had the responsibility to look for potential donations to which State Officer Moore replied not specifically, but that he worked closely with the Director of Marketing and Public Relations (Breanna Sutherland) to public events and donations are often discussed. Administrator Olson then commented that it would be fun to put on an event like a dance or something similar and that Avalon would be happy to support such an endeavor. Board Member McKenna then suggested that perhaps offering a dinner with a patriotic theme held here where the public could have dinner with a veteran resident, and enjoy the evening as a possible fundraiser.

4. Resident Report (Board Member Marck): The different events since the last board meeting were provided on an events page in the meeting packet.
  - a. Past Events: November 11<sup>th</sup> – Stan Snow Veterans Day 5k fun run/1 Mile walk; November 13<sup>th</sup> – Veterans Day Program (BGen Attack Guest Speaker); November 15<sup>th</sup> and 16<sup>th</sup> – Thanksgiving Dinner with guests; November 21<sup>st</sup> – Sub-For-Santa.
  - b. Future Events: February 14<sup>th</sup> – Congressman Chris Stewarts Office Valentine’s Day Cards delivered to each veteran; February 18<sup>th</sup> – President’s Day Weekend Entertainment (Kayenta Arts Foundation); TBD April – Easter Egg Hunt.
  - c. Board Member Marck discussed her experience with the Sub-For-Santa event and how much she enjoyed it. Our partner for the event was Lava Ridge Intermediate School.
5. Board Business Items:
  - a. The Liberty Bell sub-committee was then discussed by Board Member Holck and we reviewed who else would join (Darrell Holck, Jeff McKenna, Tony Moore).
  - b. No new items to discuss.
6. Board Member Marck made a motion to adjourn the meeting, seconded by Board Member Warner, and Chairman Dunne adjourned the meeting at 5:18 pm. Next Meetings tentatively to be held at 4:00 pm on:
  - a. 12 April, 2018
  - b. 12 July, 2018
  - c. 01 November, 2018